

***NORTHROP GRUMMAN***



# Desktop COIN

August 31, 2006

# Communication

- Open Phone Lines
  - Do Not Place Call on Hold
  - Use Mute
- Email questions
  - [monty.frahm@ngc.com](mailto:monty.frahm@ngc.com)
- Microphones in audience
- Advance Presentation Posting
  - <http://www.vita.virginia.gov>

# Agenda

- **Introductions / Greetings**
- **Hardware RFP Update**
- **Application Packaging Detail**
- **Help Desk Presentation**



## Hardware RFP

## Hardware RFP

- **Hardware RFP release delayed**
- **Northrop Grumman corporate RFP**
  - **270,000 seats**
  - **Best product for all requirements**
  - **Most favorable price point**



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## Application Packaging Detail

# Application Packaging Detail

- **Current State**
  - **Multiple Images**
    - **Different hardware**
    - **Different software**
  - **OEM**
    - **Use OS loaded on PC from Manufacturer**
    - **Manual install of software**



# Application Packaging Detail

- **Future State - Transformation**
  - **Core image(s) or base configurations**
  - **Standard application load (Layer 1)**
  - **Electronic software distribution layering**
    - **Agency specific application load**
    - **User specific application load**
  - **Deliver applications and image using Altiris**



# Application Packaging Detail

- **Benefits**
  - **Automated installs**
    - Requires less desktop visits
  - **Preconfigured installs**
    - Little to no configuration required at desktops
  - **Standardized method of deployment  
Commonwealth wide**
  - **Central point of management**
  - **Faster setup of a PC for user**
    - Users less inconvenienced
    - Faster time for PC to be setup and delivered to user

# Application Packaging Detail– Image Core Apps

- McAfee Virus Scan 8.0i
- McAfee Anti-Spyware
- VB Runtime 6.0 SP5
- .NET Framework 1.1
- Adobe Acrobat Reader 7.08
- Powerpoint Viewer 2003
- Visio Viewer 2003
- Windows Media Player 10
- Realplayer 10
- IE Plugins:
  - Quicktime 7.1
  - Flash Player 9
  - Shockwave
  - Authorware
- Altiris Agent



# Application Packaging Detail

## ■ Applications we will package

- Applications used by the Commonwealth for approximately 10 users or more
- In-House or Agency specific applications

## ■ Desktop applications we will not package

- OEM licensed applications on current hardware
- Applications used by 10 or less users
- Anti-virus and Anti-spyware other than McAfee
- Electronic software distribution products
- Applications that are part of the operating system
- Printer drivers
- Camera software
- Scanner software
- Non-Standard PDA software

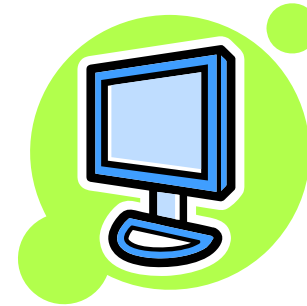


# Application Packaging Detail – Packaging Standards

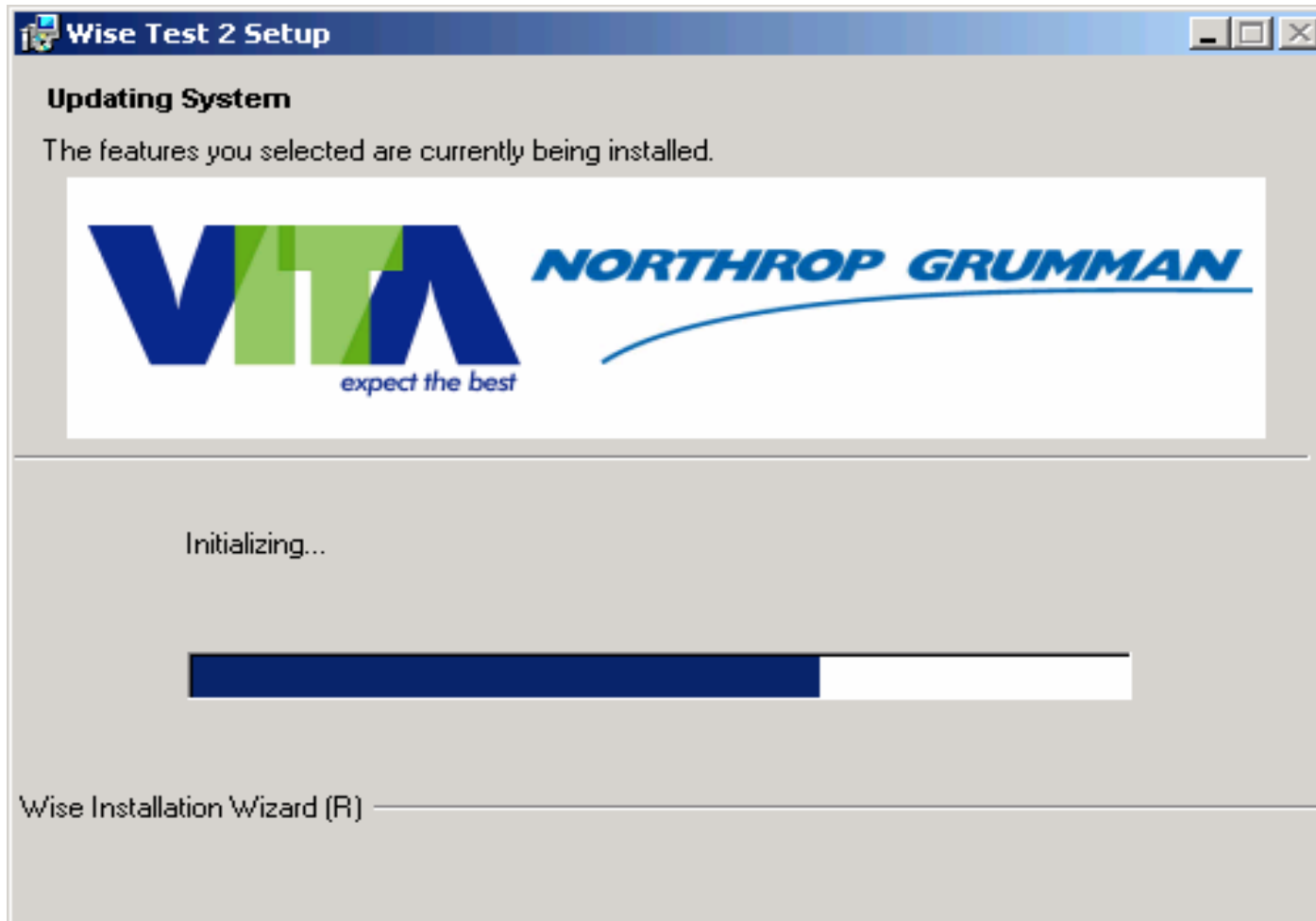
- **Wise Package Studio**
  - **Microsoft Windows Installer (.MSI)**
    - **Vendor MSIs modified using transforms (.MST)**
    - **Create an MSI from a setup capture**
    - **InstallShield recompiles**
  - **Scripted wrappers to call vendor installs**

# Application Packaging Detail – Install Standards

- **Interface**
  - **Basic User Interface**
  - **Reduced Dialogs**
  - **Silent Installs**
  - **Removal of Cancel button**
- **Add\Remove Programs**
  - **Repair**
  - **Remove**
  - **Help Desk Contact Information**
- **Application Conflict Resolution**



# Application Packaging Detail – MSI Template



# Application Packaging Detail

- **What Information Do We Need?**
  - **Application Information Survey**
    - **% surveys returned with owners and apps identified**
    - **SLD**
    - **Identified AITR\Agency Contacts**
  - **Application Technical Configuration Detail**
    - **Identified Application Owners\IT Contacts**
  - **User Acceptance Testing Contact**

# Application Packaging Detail – Needed Information

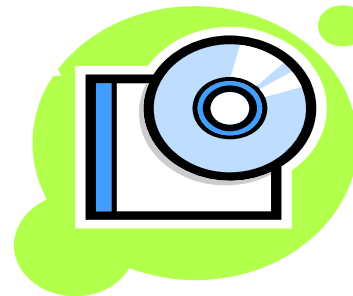
- **Application Surveys**
  - Requesting Agency
  - Contact Information for each application
  - Formal Vendor Name
  - Full Application Name including Edition
  - Version Number
  - Application Users
    - Commonwealth Wide
    - Multiple Agencies
    - Agency Wide
    - Sub Group within Agency
  - Application Type
  - Application Purpose





# Application Packaging Detail

- **Application Technical Configuration Detail**
- **Currently ~10 packages ready**
- **Currently ~30 Configuration Details sent out**
  - **Application Details**
  - **Step by Step installation Screenshots or Instructions**
  - **Special Configurations**
    - **Server**
    - **URL**
    - **Files**
    - **Registry**
  - **License Information**



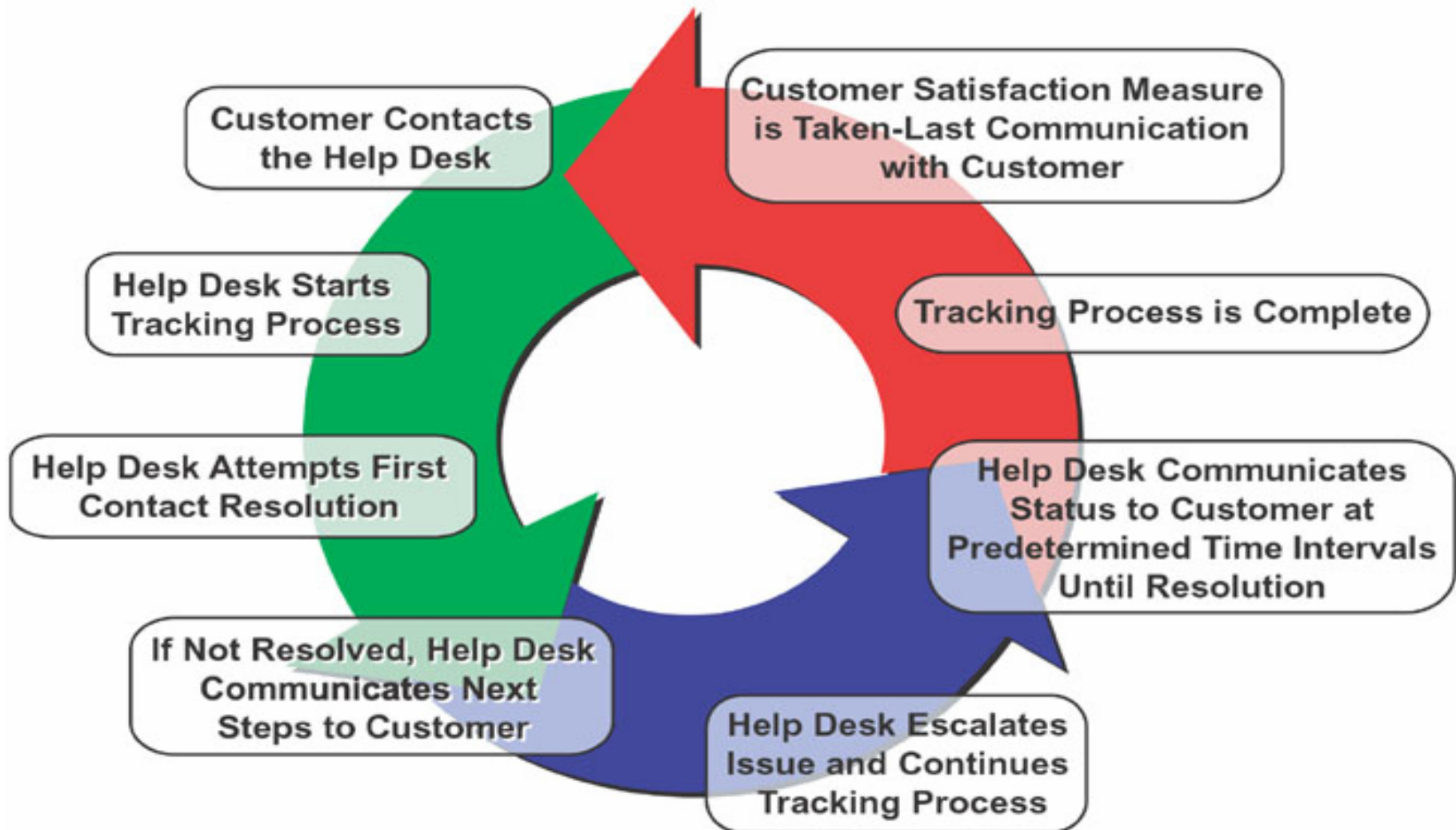
# Agenda

- **Overview of Enterprise Help Desk Solution**
- **Total Contact Ownership**
- **Cost Per Incident**
- **Peregrine Service Center Overview**
- **Peregrine Service Center Integration**
- **High level schedule of Help Desk Transformation**

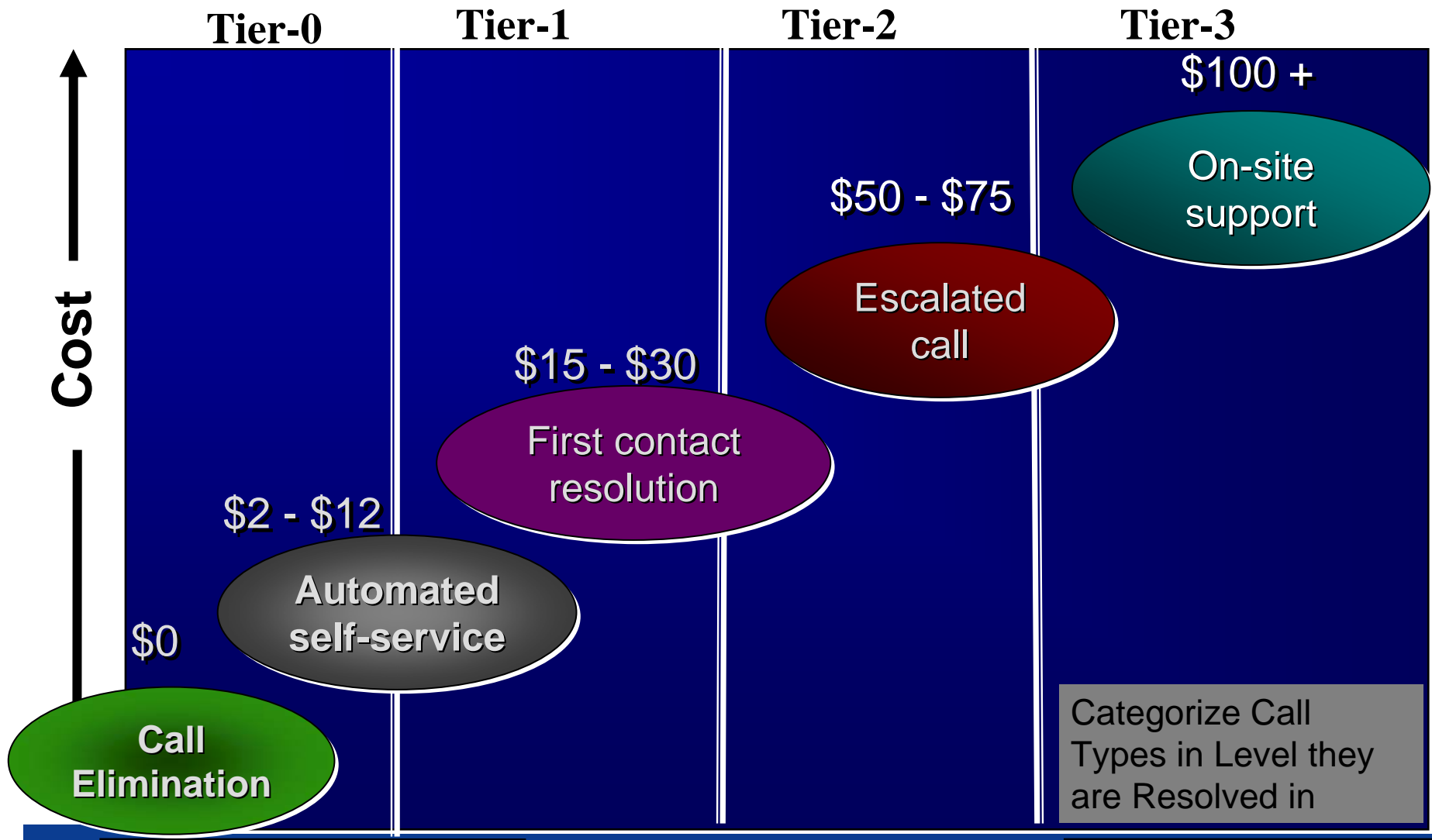
# Overview of NG IT Transformation Solution

- Transform over 40 decentralized help desks within the Commonwealth to a single enterprise wide integrated help desk & desk side support model
- High-tech job creation in Southwest Virginia
- End-to-end ownership of all incidents
- Single incident management system across enterprise
- Help desk integrated within Centralized Management Operations Center (CMOC) model providing alarms, alerts, and account management and improved communications

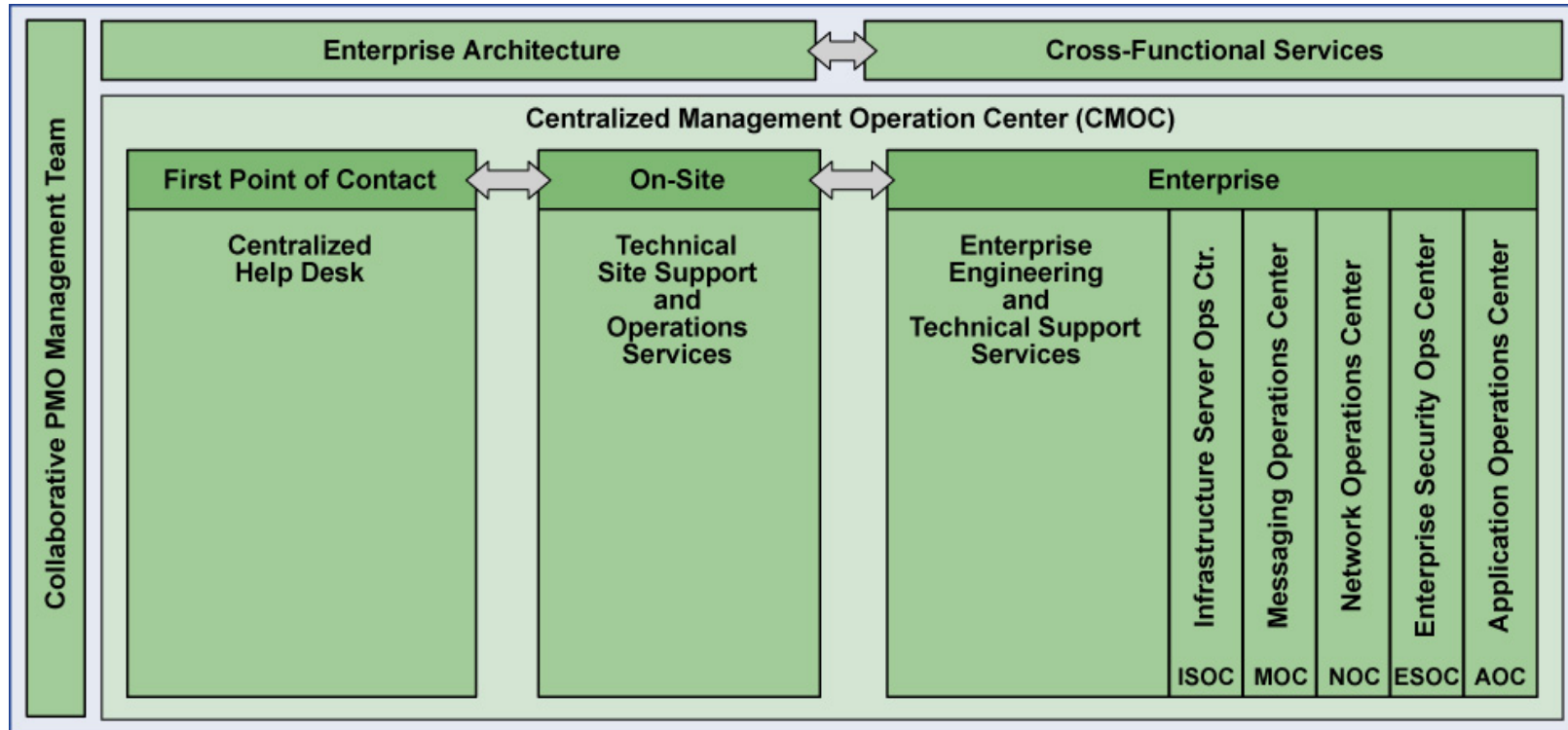
# Total Contact Ownership



# Industry Cost Per Incident Model



# Integrated Support Model



VITA 192\_r2

Our integrated support model ensures efficient delivery of services aligned to VITA and VITA customer requirements

## Service Management Product Set

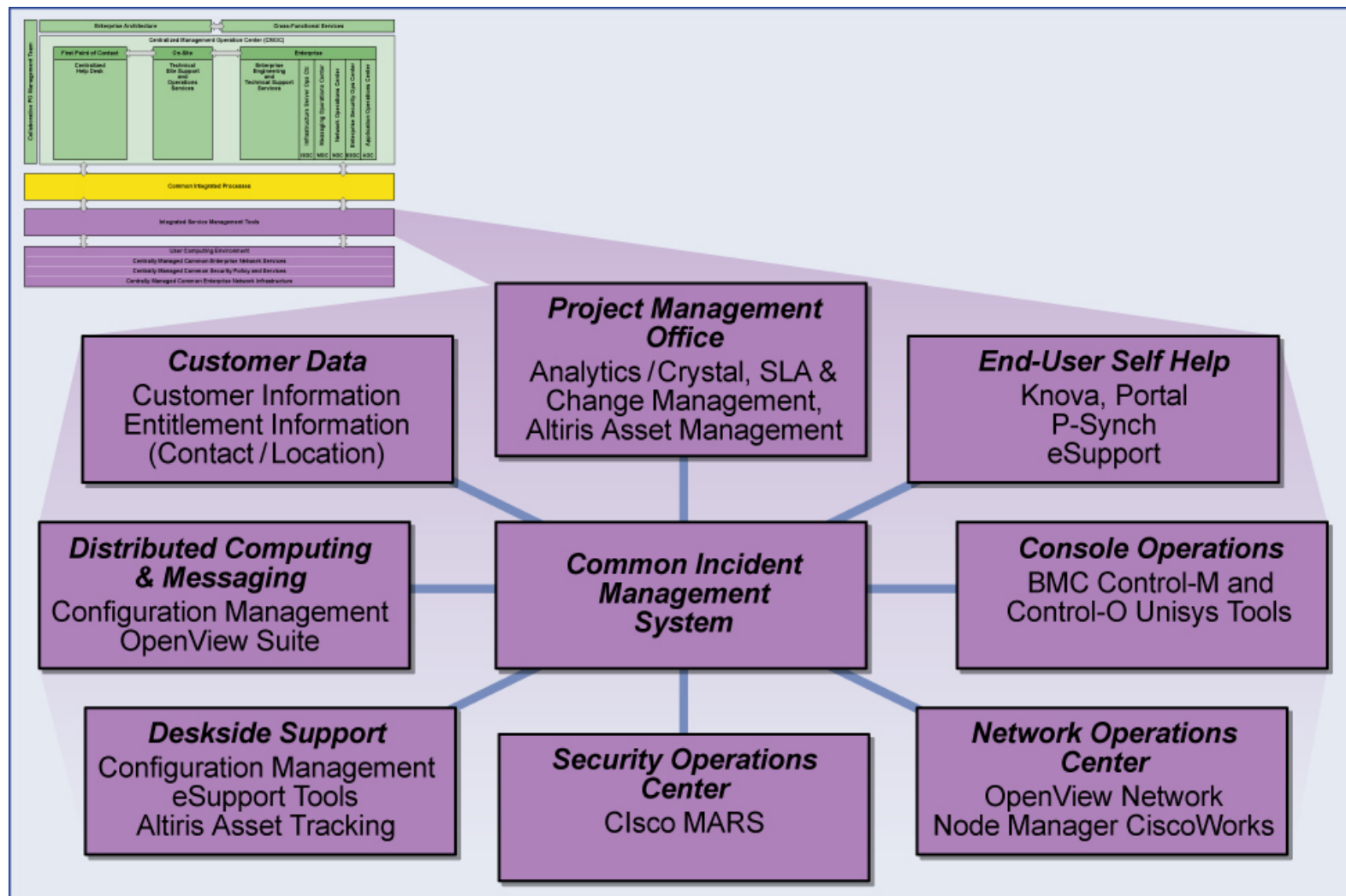
- There are 3 main product sets that integrate the Service Process Areas
  - Peregrine Service Center
  - HP OpenView Suite
  - Altiris Product Suites

# Peregrine Service Center Overview

ServiceCenter®	
Service	Root Cause Analysis
Incident	Inventory & Configuration
Change	Scheduled Maintenance
Request	Service Level Management
Contract	Diagnostic Aids

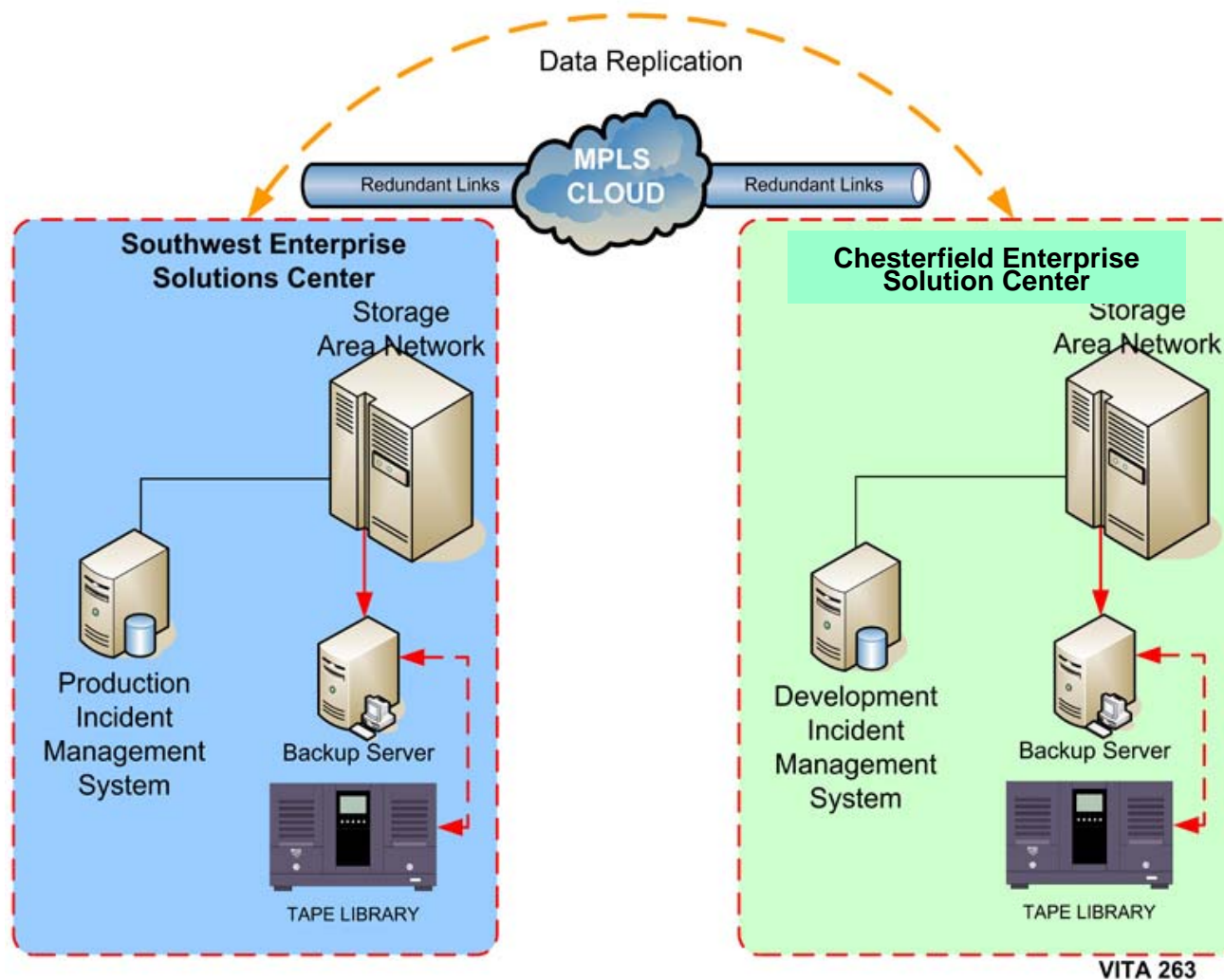


# Peregrine Integration



VITA 275\_r2

# Peregrine Solution



# High Level Enterprise Help Desk Schedule

## As is State

- Deskside Support Centric
- No Metrics
- No Common Tools
- Best Effort, No Service Levels

2006

2007

2008

2009

Establish  
KM Repository

Evolve  
ITSM processes

VITA Award

SW  
Customer  
Care Center

Customer Care

Operate "As-Is"

Implement Common  
Incident Tracking System

VCCC & DMHMRSAS Transformation

Desktop Refresh Begins  
(8,000/qtr)

## To be State

- Fully leveraged technical support center
- Enterprise Metrics
- Common Tools
- Established Service Levels

**Questions?**

**Comments?**

## Next Meeting Information

- **September 28, 9:30am – 11:30am in the Commonwealth Auditorium, 4<sup>th</sup> floor of the Richmond Plaza Building**
- **Topics you'd like discussed?**

## Wrap-up

# Any questions on the VITA/NG Desktop solution in general?

- Please feel free to e-mail with any additional questions, comments or concerns you may have:  
[VITADesktopComputing@ngc.com](mailto:VITADesktopComputing@ngc.com)
- For Application Packaging please email  
[VITASoftwareDistribution@ngc.com](mailto:VITASoftwareDistribution@ngc.com)